

User Research Findings



Affinity Mapping

Navigation Bar:

1. Search bar would be useful.
2. Monitor, Apps and Dashboards are the most used Menu options
3. Support gave the "documentation" link.
4. User was looking for "How to" videos
5. Help bar makes user feel it will have something like "contact us"
6. It is not easy to locate documentation.
7. User thought "0" are the number of processes running on the system.
8. I have multiple tabs open for different apps
9. Users want to know their system is stable. But this is not frequent.
10. User wants feedback on data transfer
11. Users want to know about crashed apps

Homepage

1. Users want to know their system is stable. But this is not frequent.
2. Homepage is just a link to other places. Users mostly click Apps.
3. UI is simple and basic which sometimes makes it slow
4. Sales talks about Striim history, customers, tech capability.

5. Use cases: Create App, Modify App, Check for issues
6. Users use groups to separate the work of different teams
7. User did not know what is a dashboard and thus did not use.
8. Welcome messages make an interface friendly.

Onboarding

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